

DDA 81-1347
29 June 1981

MEMORANDUM FOR: Deputy Director for Administration

FROM:

Information Handling Systems Architect

SUBJECT: Training Requirements for IHS

REFERENCE: Memo Report to DDA from D/OT&E, dtd 24 June 1981

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1. I think this is a very creditable job performed to a tight, specific schedule. What the report tells me is:

- ° There is a substantial, looming demand which we are not prepared to meet. It takes lead time to put the needed resources in place, and we have some lead time. If we move out smartly, training will not become the IHS utilization bottleneck it otherwise threatens to be.

- ° Most of the components of the Agency have not really focused on their IHS training requirements. The data collection obviously suffers from the fact that we do not all speak the same language. Even with backup guidance, there were still substantial variations in interpretations of categories. As a consequence, the aggregate numbers have more value than those for specific categories of individuals.

- ° While at first glance some of the numbers seem high, it should be noted that the follow-on training to learning how to do basic functions, like WP, is not included. I think the general levels are about right, but early. Our terminal availability schedule does not correlate with such high demand as indicated in '82, for example.

- ° Investing in computer-aided instruction (CAI), which lets the terminals do the teaching would be well worthwhile. It could substantially alleviate the required OT&E resources for skills training.

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° We need to develop a much more detailed IHS training plan--a process that could take 4 to 6 months, instead of 2. It should be an Agency-wide effort led by OT&E. In the context of this process we need to start planning and budgeting for the needed resources.

2. Overall, I think the report probably reflects user demand for IHS services as much as it does training. Clearly the expectations for services utilization are very high. They appear to me to exceed significantly what has been anticipated, SAFE included.

[Redacted]

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cc: D/OT&E
D/ODP

IHSA: [Redacted] 29 June 1981

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